


Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	0	Harris adj survey	USPAT	OR	OFF	2005/02/22 15:50
L2	841	Harris and survey	USPAT	OR	OFF	2005/02/22 15:50
L3	108	Harris and survey and internet	USPAT	OR	OFF	2005/02/22 15:50
L4	31	Harris and survey and internet and administer	USPAT	OR	OFF	2005/02/22 15:51
L5	167	Harris and survey and internet and administer and polling	USPAT	OR	OFF	2005/02/22 15:51
L6	61	survey and internet and administer and polling	USPAT	OR	OFF	2005/02/22 15:52
L7	68	survey and internet and administer and (polls or polling)	USPAT	OR	OFF	2005/02/22 15:52
L8	46	survey and internet and administer and (polls or polling) and language	USPAT	OR	OFF	2005/02/22 15:52
L9	40	survey and internet and administer and (polls or polling) and language and translation	USPAT	OR	OFF	2005/02/22 15:53
L10	1	("6311190").PN.	USPAT; USOCR	OR	OFF	2005/02/22 15:54
S69	1	(@ad<"2000" or @ay<"2000") and internet adj survey and telephone and voice adj recognition	USPAT	OR	OFF	2005/02/22 14:09
S70	1	("5056086").PN.	USPAT; USOCR	OR	OFF	2005/02/22 13:03
S71	0	(@ad<"2000" or @ay<"2000") and telephone adj survey and voice adj recognition	USPAT	OR	OFF	2005/02/22 14:09
S72	1	(@ad<"2000" or @ay<"2000") and telephone adj survey and Iv	USPAT	OR	OFF	2005/02/22 15:50

SKIPPED THESE

LOOKED AT 09/764969  
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## Web

Tip: Try [Google Answers](#) for help from expert researchers

### Definitions of IVR on the Web:

Interactive Voice Responder  
[exp.telecomitalia.com/exp-portal/glossary/](http://exp.telecomitalia.com/exp-portal/glossary/)

Interactive Voice Response  
[www.yourcommunications.co.uk/glossary/](http://www.yourcommunications.co.uk/glossary/)

– Interactive Voice Response – the blanket term for automated call handling systems where the user interacts with a computer controller voice signal (either recorder real speech or computer generated). The interaction can be through the use of a touch tone telephone or through speech recognition.  
[www.flexibility.co.uk/helpful/glossary.htm](http://www.flexibility.co.uk/helpful/glossary.htm)

Interactive Voice Response System  
[www.dvla.gov.uk/public/Annual\\_report\\_02/ar\\_gloss.htm](http://www.dvla.gov.uk/public/Annual_report_02/ar_gloss.htm)

Computing Interactive Voice Response: interactive voice response systems permit the voice control of computer systems. In combination with text to speech (TTS) systems, IVR will permit Internet access via "voice browsers", enabling users to speak to web pages in natural language, and to have data read back to them.  
[www.nottingham.ac.uk/cyber/fullglos.html](http://www.nottingham.ac.uk/cyber/fullglos.html)

Interactive Voice Response, a 24-hour automated telephone information system which provides information about Child Support Services and specific payment information about individual cases.  
<https://www.wv-childsupport.com/glossary/glossary.htm>

A generic term for transaction systems allowing phone callers to use an ordinary tone-dialing telephone to interact with a computer through speech or dialed instructions. Each response by the caller triggers another recorded message until the transaction is completed.  
[www.elantelco.com/dictionary.html](http://www.elantelco.com/dictionary.html)

Interactive voice response: the link between people using the phone and computer databases. This technology (along with automatic speech recognition, ASR) allows callers to speak in their natural voice to complete transactions or queries over the phone. IVR is the foundation for much transaction processing applications today, such as automated attendants, internal/external directory assistance, and a multitude of self-service options. Speech recognition is fast replacing the DTMF method of IVR and is one of the most important innovations in telephony-based self-service. Phonetic Systems, booth 935  
[www.cconvergence.com/article/CTM20000829S0008/3](http://www.cconvergence.com/article/CTM20000829S0008/3)

Any telephone-based application that prompts the inbound caller for information using a recorded or synthesised human voice. Most IVR systems do not allow the caller to respond by voice, but require user input via a touch-tone pad.  
[www.voxpilot.com/about/glossary.html](http://www.voxpilot.com/about/glossary.html)

an automated telephone answering system that plays voice prompts or voice menus and allows the user to respond via the telephone keypad. IVR systems may also use speech recognition to enable spoken input, and may integrate database access and/or fax response.  
[www.intel.com/network/csp/solutions/contact\\_cntr/6671web.htm](http://www.intel.com/network/csp/solutions/contact_cntr/6671web.htm)

An acronym for Interactive Voice Response which is an application that accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate feedback in the form of voice,

fax, callback, e-mail, and possibly other media. IVR is usually part of a larger application that includes database access.

[www.farabi.com/glossary/Gloss1.html](http://www.farabi.com/glossary/Gloss1.html)

Interactive Voice Response.

[www.tx.net/annual/fy96/GLOSSARY.asp](http://www.tx.net/annual/fy96/GLOSSARY.asp)

Interactive Voice Response. A voice computer that has a keyboard for entering information, an IVR uses remote touchtone telephones. Where a computer has a screen for showing results, an IVR uses snippets of recordings of human voice or a synthesized voice (computerized voice).

[www.ifacets.net/glossary.htm](http://www.ifacets.net/glossary.htm)

These menu driven systems allow you to navigate through options allowing you to listen to various announcements and sometimes give you the opportunity to leave voice mail and/or send and receive faxes.

[www.samasher.com/ivr/faq.html](http://www.samasher.com/ivr/faq.html)

Interactive Voice Response. A CT caller-to-database application interface that allows a caller to access target information using a TouchTone(tm) phone. Callers can also leave information into a repository for processing, retrieve documents from a Web server or Fax-on-demand system for example.

[k-tech.hypermart.net/glossary.htm](http://k-tech.hypermart.net/glossary.htm)

Voice or key recognition system that collects information without the use of a live person. Common for telephone switchboards.

[www.bellomyresearch.com/definitions.htm](http://www.bellomyresearch.com/definitions.htm)

Computer that uses voice, rather than a keyboard and monitor, for input/output.

[www.mof.gov.il/micun/gloss1.htm](http://www.mof.gov.il/micun/gloss1.htm)

Interactive Voice Response. # | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z legal | privacy © 2002 Onesync Limited. All Rights Reserved

[www.onesync.com/l/%20GLOSSARY.htm](http://www.onesync.com/l/%20GLOSSARY.htm)

Interactive Voice Response. A software application that accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice, fax, callback, e-mail and perhaps other media.

[www.pdacortex.com/glossary.htm](http://www.pdacortex.com/glossary.htm)

Interactive Voice Response—Consists of applications using voice prompting and digit collection to provide a service.

[www.cisco.com/univercd/cc/td/doc/product/voice/uone/srvprov/r422s/gatesrvr/gsglc.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/uone/srvprov/r422s/gatesrvr/gsglc.htm)

A telephony technology in which someone uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database.

[filebox.vt.edu/users/dsticha/vxml/glossary.html](http://filebox.vt.edu/users/dsticha/vxml/glossary.html)

Telephony systems that enables communications with a remote central informatic device. From any phone, a caller of the system communicates with the IVR either by using the keypad either by talking. This last case is also referred as to Natural Language IVR.

[www.mysunrise.ch/users/jean.hennebert/documents/speech-technology-glossary.htm](http://www.mysunrise.ch/users/jean.hennebert/documents/speech-technology-glossary.htm)

Interactive Voice Response is the technology that allows E\*TRADE OptionsLink customers to access their information and place orders using their touch tone telephone. All E\*TRADE OptionsLink customer's may access the IVR system by dialing 1-800-838-0908 or 650-599-0125 for International Customer's.

[www.stoverpix.com/optionslink/glossary.html](http://www.stoverpix.com/optionslink/glossary.html)

Interactive Voice Response; the ability to receive information via touch tones and to transmit data via a digitized synthesized voice.

[www.voicecomm.com/t\\_gloss.html](http://www.voicecomm.com/t_gloss.html)

integrated voice response

[www.usaccess-llc.com/td-i.html](http://www.usaccess-llc.com/td-i.html)

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